


Regional PSAP Manager Meeting


Natural Bridge, Virginia

March 29, 2006



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Agenda

- Legislative Actions 2006
 - Telecommunications Taxation Reform
 - Wireless Legislations Changes
- Grant Funding Discussion
 - What should the guidelines be?
 - How do we best target the money?
- Regional PSAP Assistance
 - Technology issues
 - How can we help?


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Tax Reform (HB568)

- Repeals all current telecommunications tax, fees and surcharges
- Establishes 5% sales and use tax on broad list of telecommunications services
- Establishes \$0.75 E-911 surcharge on all "access" lines
- Revenue to statewide fund for distribution
- "Revenue neutral" but no E-911 earmark


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Wireless Legislation (SB395)

- Expands role of Wireless E-911 Services Board to planning for future network and VoIP deployment (Comp. Plan)
- Change funding to automatic PSAP funding and grant program with fund balance being distributed each year
- Authorize the Board to publish best practices


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Grant Funding Discussion


- Legislation language deliberately broad
 - needs-based grants
 - “to the benefit of wireless E-911”
- Grant guideline committee will be formed at the April 4th Board meeting
- Dorothy Spears-Dean will facilitate the committee and will provide staff support
- Projected annual revenue is about \$4M

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Regional PSAP Assistance

- More direct assistance to PSAPs statewide
 - Four Regional offices

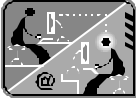


- New support services (training, best practices, etc.)


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E-911 & Technology



What is in the future for 911 dispatching?




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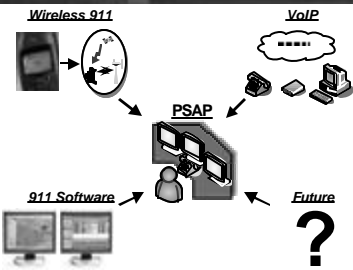
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Technology Issues


- Wireline 911
- Wireless 911 – Phase I and Phase II
- Voice over Internet Protocol (VoIP)
- Geographic Information Systems– GIS Maps
- Multiple Software Packages– developed to enhance 911 services
- SMS and IM (Text messaging) – How will this affect 911
- Future Trends ????????

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How can we communicate and learn from other PSAP's



What benefits can be obtained by sharing knowledge and information?

- Needless headaches (growing pains)
- Save time and money
- What works and what does NOT work
- Determine and prioritize training needs


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Considerations for Technology

- Training and Education – Levels (911 Dispatcher, PSAP Managers, County Administrators, Public)
 – What are your immediate training needs?
- Equipment or Software – RFP's, Integration Issues, Troubleshoot Problems
- Cost – Initial, Maintenance, Upgrades
- Best Practices- Guidance to build success
- Public Expectations– Media reports and articles on technology
- Liability Issues



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How Can We Help?

- Research Technology and Solutions
- Prepare Reports or Presentations for PSAP Managers
- Assist with Grants
- Training Sessions, Workshops, Computer Based Training
- Best Practices
- Each PSAP determines their own needs

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TEAMWORK



Tell us what is important to your success!

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